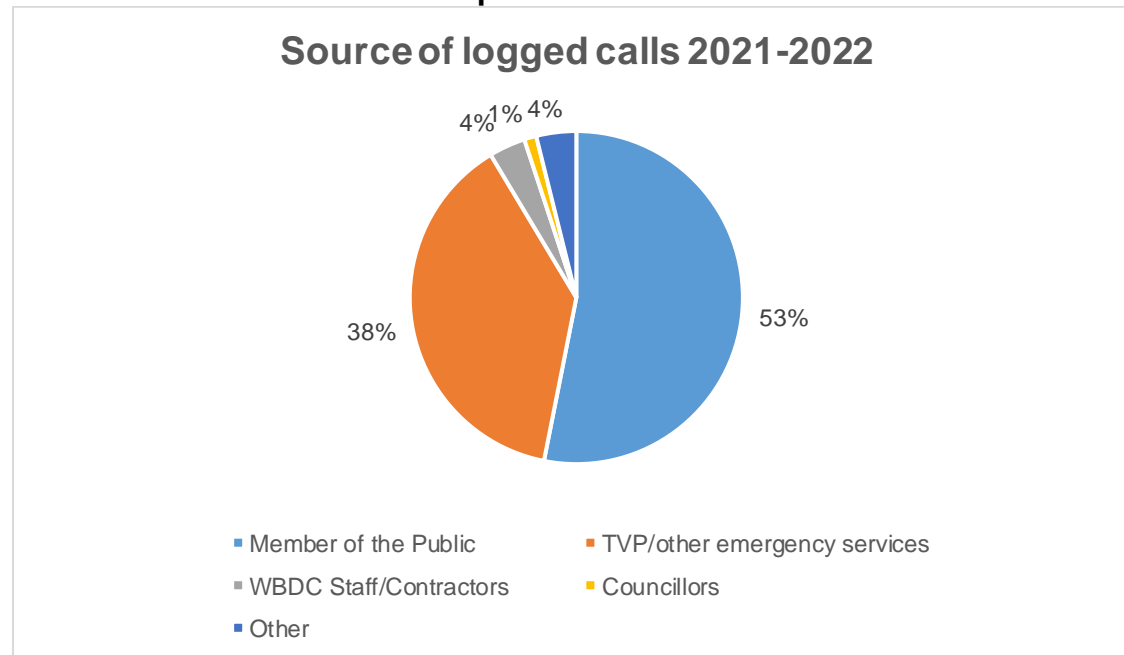


Appendix 2 Statistics

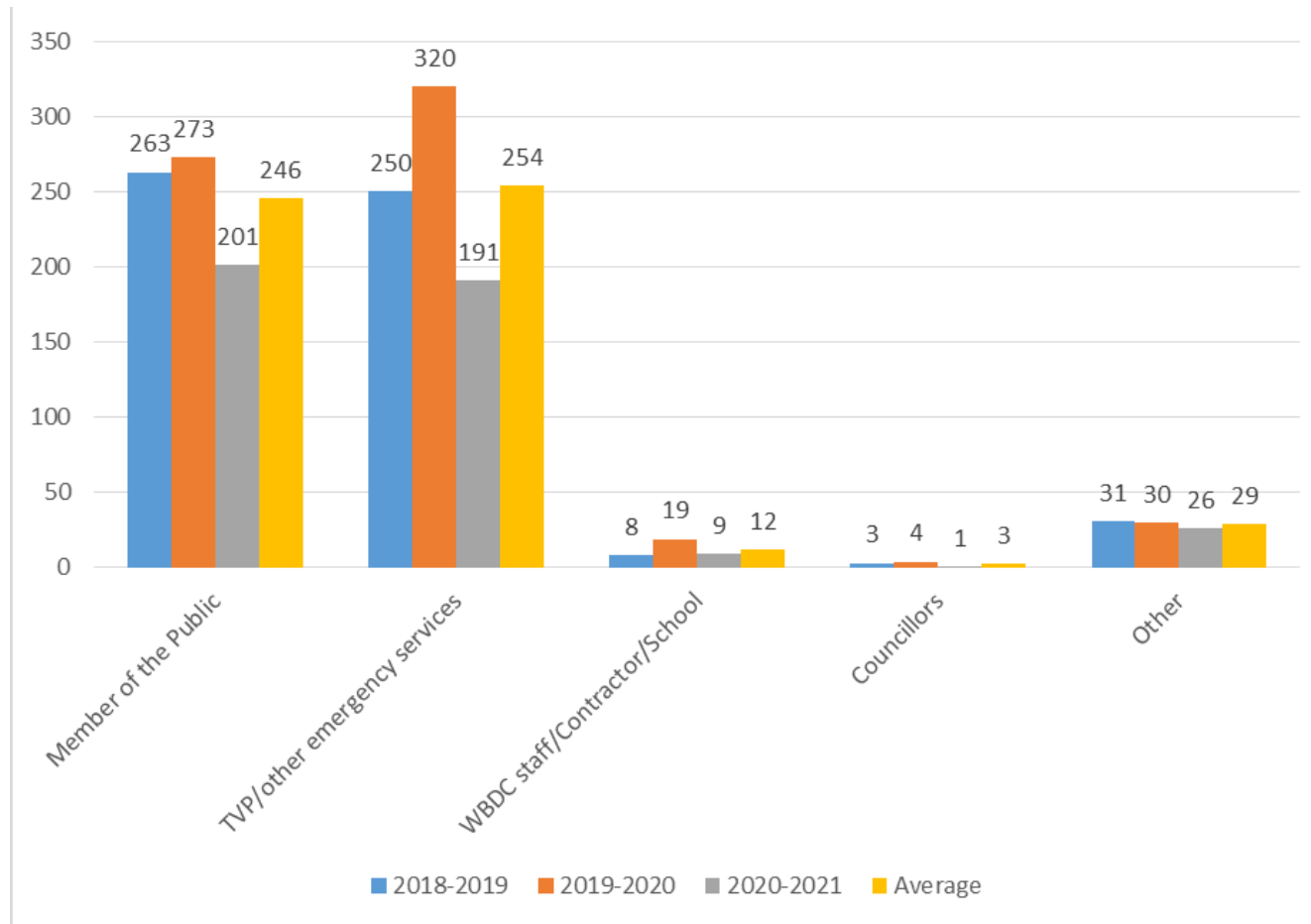
1. Table 1 Customer Callers Apr 2021 to Mar 2022

Callers	Numbers	%
Member of the Public	315	53%
TVP/other emergency services	227	38%
WBDC Staff/Contractors	21	4%
Councillors	7	1%
Other	23	4%
Total	593	100%

2. Chart 1 Customer Callers Apr 2021 to Mar 2022



3. Chart 2 Customer Callers 2018/19 – 2020/2021



4. Table 2 Number of calls and logs 2017/2018 to 2021/2022

	2017/2018		2018/2019		2019/2020		2020/2021		2021/2022		All years	
	Calls	Logs	Calls	Logs	Calls	Logs	Calls	Logs	Calls	Logs	Calls	Logs
April	134	88	89	58	104	67	67	37	74	64	94	63
May	93	76	93	65	99	65	100	53	115	85	100	69
June	124	79	89	52	121	79	109	37	86	69	106	63
July	112	88	138	85	121	85	115	40	80	67	113	73
August	83	66	99	66	158	99	142	57	99	80	116	74
September	108	52	105	62	118	46	90	51	75	60	99	54
October	76	47	114	65	121	64	103	39	141	106	111	64
November	85	59	77	52	105	50	83	64	82	64	86	58
December	80	67	77	54	125	59	92	76	72	45	89	60
January	137	100	90	65	139	78	75	67	61	47	100	71
February	83	50	112	79	271	138	77	58	143	112	112	87
March	126	81	143	83	78	46	93	75	62	47	100	66
Total	1241	853	1226	786	1560	876	1146	654	1090	846	1253	802
Average	103	71	102	66	130	73	96	55	91	71	102	67

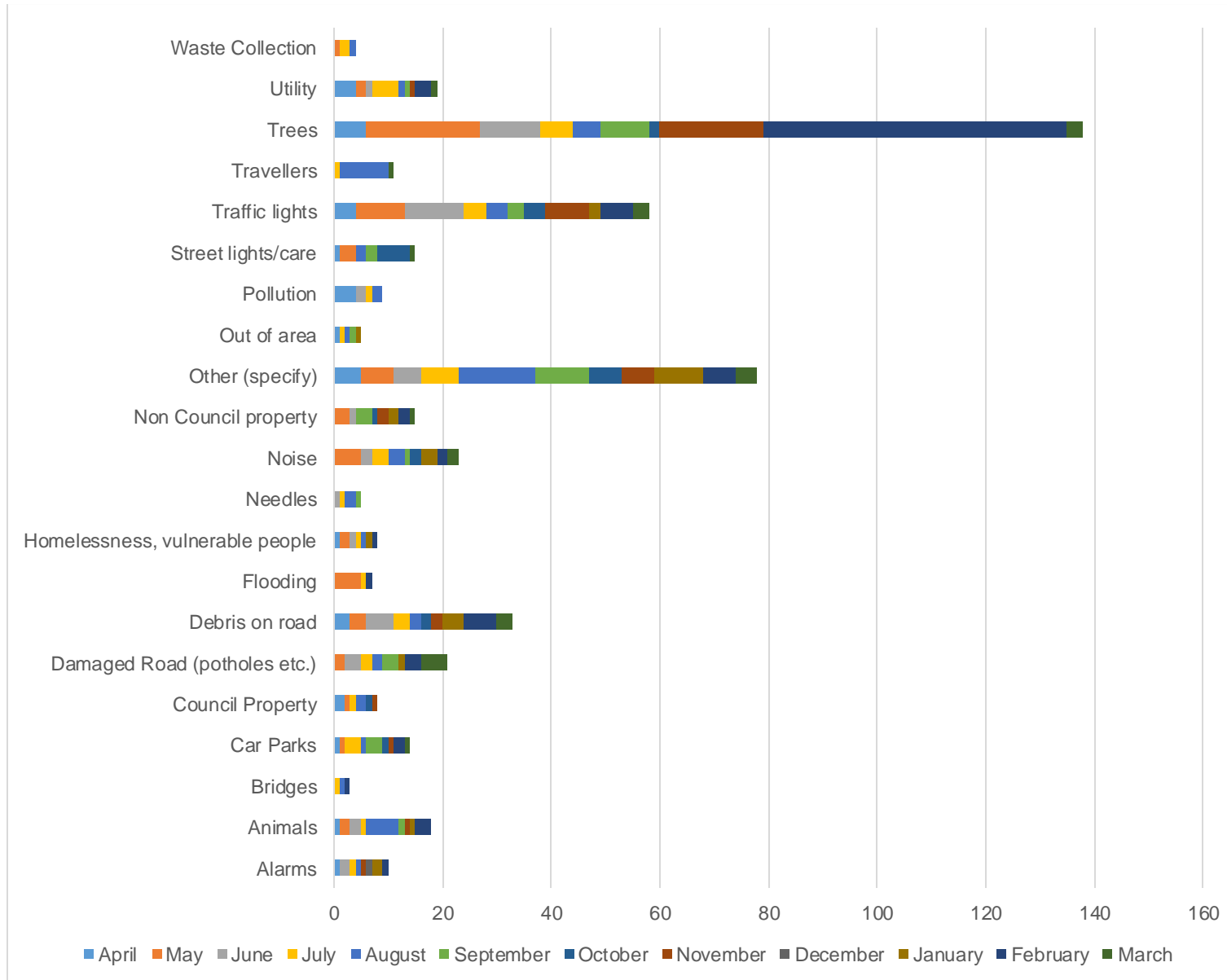
Definitions

Calls Calls handled incoming call, any outgoing call to contractors, agencies and officers
Logs Individual cases

5. Table 3 Types of calls by type of call 2021/2022

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total	Share %	Rating
Alarms	1	0	2	1	1	0	5	1	0	2	1	0	14	2	7
Animals	1	2	2	1	6	1	1	1	0	1	3	0	19	3	6
Bridges	0	0	0	1	1	0	1	0	0	0	1	0	4	1	8
Car Parks	1	1	0	3	1	3	2	1	1	0	2	1	16	3	6
Council Property	2	1	0	1	2	0	3	1	1	0	0	0	11	2	7
Damaged Road (potholes etc.)	0	2	3	2	2	3	2	0	0	1	3	5	23	4	5
Debris on road	3	3	5	3	2	0	4	2	2	4	6	3	37	6	4
Flooding	0	5	0	1	0	0	9	0	0	0	1	0	16	3	6
Homelessness, vulnerable people	1	2	1	1	1	0	0	0	0	1	1	0	8	1	8
Needles	0	0	1	1	2	1	0	0	0	0	0	0	5	1	8
Noise	0	5	2	3	3	1	1	0	2	3	2	2	24	4	5
Non Council property	0	3	1	0	0	3	0	2	1	2	2	1	15	3	6
Other (specify)	5	6	5	7	14	10	10	6	6	9	6	4	88	15	2
Out of area	1	0	0	1	1	1	1	0	0	1	0	0	6	1	8
Pollution	4	0	2	1	2	0	0	0	0	0	0	0	9	2	7
Street lights/care	1	3	0	0	2	2	3	0	6	0	0	1	18	3	6
Traffic lights	4	10	11	4	4	3	14	8	4	2	6	3	73	12	3
Travellers	0	0	0	1	9	0	0	0	0	0	0	1	11	2	7
Trees	6	21	11	6	5	9	34	19	2	0	56	3	172	29	1
Utility	4	2	1	5	1	1	1	1	0	0	3	1	20	3	6
Waste Collection	0	1	0	2	1	0	0	0	0	0	0	0	4	1	8
Total	34	67	47	45	60	38	91	42	25	26	93	25	593	100	
handover Not included in the totals	23	19	22	22	20	22	20	22	22	21	19	22			

6. Chart 3 Types of Call per month



7. Table 4 Types of call by number

Theme	Number
Trees	172
Other (specify)	88
Traffic lights	73
Debris on road	37
Noise	24
Damaged Road (potholes etc.)	23
Utility	20
Animals	19
Street lights/care	18
Car Parks	16
Flooding	16
Non Council property	15
Alarms	14
Council Property	11
Travellers	11
Pollution	9
Homelessness, vulnerable people	8
Out of area	6
Needles	5
Bridges	4
Waste Collection	4
Total	593

8. Table 5 Sample of 'other' calls made to the contact centre.

1	Notification of successful/safe home birth by midwife (this is great - we need more of these (RBH procedure for home births))
2	Sink hole at XXXXX entrance
3	Report of suspicious activity (workmen) at former care home - was work scheduled?
4	Plant machinery left in a dangerous location
5	Car blocking a driveway
6	Van with people living in it - parking inconsiderately, rude to residents
7	report of knife on Stroud Green - TVP advised caller to contact council
8	Test of new station car park fire alarms
9	Do we cover the TW19 area?
10	Road safety issues - HGVs using unsuitable road near caller's house - wants signage put up
11	Dropped phone down a drain, can the council help?
12	Damage to garage (collision) asked for help to make secure
13	Nuisance neighbours
14	Advisory - car left in car park - too much to drink
15	Ambulance unable to access XX Common

DATA to be provided to T&FG

- 9. Average time to answer calls
- 10. Average call handling time
- 11. Calls via the options
- 12. Abandoned calls